

FCC Code of Regulations requires that carriers make potential users, in their service areas, aware of the availability and use of all forms of TRS. Regulations prescribe doing this through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services and incorporation of TTY numbers in telephone directories.

Many potential users of TRS services may be difficult to reach through prescribed channels. This is especially true for potential Speech-To-Speech (STS) users. Relaying the speech of STS users is different from relaying TTY, voice-over and video calls. Each potential STS user communicates differently. This is not necessarily the case with other categories of TRS users.

To provide the quality STS relay services expected of them, relay operators will need to gain a broad-base of experience supporting STS users. This can't happen until the number of STS relay users increase. This can't happen without effective education and outreach programs.

Augmentative communication device manufacturers, speech pathologists and special educators form close working relationships with potential STS users from early childhood. This is the most important time for potential STS users to begin learning of, about, and using the telephone to communicate.

I encourage the FCC to create incentives for Carriers to:

1. Establish close working relationships with companies that develop and manufacture augmentative communication devices and the speech pathologists and special educators who recommend these devices.
2. Set aside education and outreach funds specifically for this purpose.

Respectfully submitted,

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